

TRANSMITTAL

Attorney Docket No. 07117.105014
Express Mail Label No. EV 242821166 US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **John C. C. McIlwaine and Matthew G. A. McConnell**
Filing Date: **June 24, 2003**
Title: **Method and System for Scheduled Delivery of Training to Call Center Agents**

The filing fee is calculated as shown below:

1. FILING FEE:

| SMALL ENTITY | | | LARGE ENTITY | |
|--|-------|----------|--------------|----------|
| FOR: | FEE | FEE PAID | FEE | FEE PAID |
| <input checked="" type="checkbox"/> UTILITY FILING FEE | \$375 | 375.00 | \$750 | |
| <input type="checkbox"/> DESIGN FILING FEE | \$165 | | \$330 | |
| <input type="checkbox"/> PLANT FILING FEE | \$260 | | \$520 | |
| <input type="checkbox"/> REISSUE FILING FEE | \$375 | | \$750 | |
| <input type="checkbox"/> PROVISIONAL FILING FEE | \$80 | | \$160 | |
| SUBTOTAL (1) | | \$375.00 | | \$xxx |

2. CLAIMS:

| SMALL ENTITY | | | | LARGE ENTITY | | |
|---|-----------|-----------|----------|--------------|--------|-------|
| FOR: | NO. FILED | NO. EXTRA | RATE | FEE | RATE | FEE |
| TOTAL CLAIMS | 34 - 20 = | 14 | 14 x 9 = | 126.00 | x 18 = | |
| INDEP. CLAIMS | 5 - 3 = | 2 | 2 x 42 = | 84.00 | x 84 = | |
| <input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED | | | +140 = | | +280 = | |
| SUBTOTAL (2) | | | | \$210.00 | | \$xxx |

3. ADDITIONAL FEES:

| SMALL ENTITY | | | LARGE ENTITY | |
|--|-------|----------|--------------|----------|
| FOR: | FEE | FEE PAID | FEE | FEE PAID |
| <input type="checkbox"/> LATE FILING, FEE OR OATH | \$65 | | \$130 | |
| <input type="checkbox"/> NON-ENGLISH SPECIFICATION | \$130 | | \$130 | |
| <input type="checkbox"/> OTHER | | | | |
| SUBTOTAL (3) | | \$xxx | | \$xxx |

TOTAL FILING FEES: \$585.00

A check is enclosed for the total amount: **\$585.00**

☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.

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By: Robert T. Neufeld
Robert T. Neufeld, Attorney for Applicant
Reg. No. 48,394

Date: June 24, 2003

| | | |
|--|-------------------------------|---|
| UTILITY PATENT APPLICATION TRANSMITTAL <i>(Only for new non-provisional applications under 37 CFR 1.53(b))</i> | <i>Title of Invention</i> | Method and System for Scheduled Delivery of Training to Call Center Agents |
| | <i>Named Inventor(s)</i> | John C. C. McIlwaine and Matthew G. A. McConnell |
| | <i>Attorney Docket</i> | 07117.105014 |
| | <i>Express Mail Label No.</i> | EV 242821166 US |

| | |
|--|---|
| APPLICATION ELEMENTS | <div style="text-align: right;"> Commissioner for Patents ADDRESS TO: Mail Stop Patent Application P.O. Box 1450 Alexandria, VA 22313-1450 </div> |
| <ol style="list-style-type: none"> 1. <input checked="" type="checkbox"/> Fee Transmittal Form <i>(Submit an original, and a duplicate for fee processing)</i> 2. <input checked="" type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27. 3. <input checked="" type="checkbox"/> Specification, Claims, and Abstract Total Pages 31 4. <input checked="" type="checkbox"/> Drawings Total Sheets 5 5. Oath or Declaration Total Pages 2 <ol style="list-style-type: none"> a. <input checked="" type="checkbox"/> Unexecuted (original or copy) b. <input type="checkbox"/> Copy from prior application (37 CFR 1.63(d)) <i>(for continuation/divisional with Box 17 completed)</i> <ol style="list-style-type: none"> (i) <input type="checkbox"/> <u>DELETION OF INVENTOR(S)</u> Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b). 6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76. 7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or Computer Program <i>(Appendix)</i> 8. Nucleotide and/or Amino Acid Sequence Submission <i>(if applicable, all necessary)</i> <ol style="list-style-type: none"> a. <input type="checkbox"/> Computer Readable Form (CRF) b. Specification Sequence Listing on: <ol style="list-style-type: none"> i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or ii. <input type="checkbox"/> paper c. <input type="checkbox"/> Statement verifying identity of above copies | <div style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;"> ACCOMPANYING APPLICATION PARTS </div> <ol style="list-style-type: none"> 9. <input type="checkbox"/> Assignment Papers (cover sheet & document(s)) 10. <input type="checkbox"/> 37 CFR 3.73(b) Statement <i>(when there is an assignee)</i> <ol style="list-style-type: none"> <input type="checkbox"/> Power of Attorney by assignee 11. <input type="checkbox"/> English Translation Document <i>(if applicable)</i> 12. <input type="checkbox"/> Information Disclosure Statement (IDS) PTO-1449 <ol style="list-style-type: none"> <input type="checkbox"/> Copies of IDS Citations 13. <input checked="" type="checkbox"/> Preliminary Amendment 14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <i>(Should be specifically itemized)</i> 15. <input type="checkbox"/> Certified Copy of Priority Document(s) 16. <input checked="" type="checkbox"/> Assignee: <u>Knowlagent, Inc.</u> <u>3157 Royal Drive, Building 200, Suite 100</u> <u>Alpharetta, GA 30022</u> 19. <input type="checkbox"/> Other: _____ |

17. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:

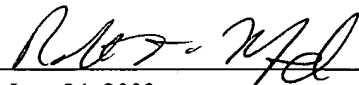
☒ Continuation
☐ Divisional
☐ Continuation-in-part (CIP)
of prior application No: 09/442,207

Prior application information: Examiner: Quynh H. Nguyen Group/Art Unit: 2642

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. CORRESPONDENCE ADDRESS:

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